

METHOD FOR FORCASTING AND MANAGING MULTIMEDIA CONTACTS

ABSTRACT

Multimedia contacts are forecasted, propagated, and managed for each period in a range. The number of contacts received in a period are forecasted using historical methods and are propagated to succeeding periods based on the business goals, such as how quickly a certain contact type is to be handled. After the contacts have been propagated, the total contacts to handle is determined for each period and the staffing requirements are calculated therefrom.

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